

the City of Cathedral City

Refuse & Recycling Guide



residential trash
program

residential
recycling program

residential green
waste program

bulky item service

motor oil & oil filter

electronic & tire
weekly recycling

household
hazardous waste

medication
takeaway program

sharps disposal
by mail

bottles & cans
recycling

reusable tote bag

shredding program

multi-family
recycling program

what can kids do?

transfer station

common questions

FOR MORE INFORMATION:



Burrtec Waste & Recycling Services
Customer Service Department
(760) 340-2113
www.burrtecdesert.com



City of Cathedral City
Environmental Conservation Manager
(760) 770-0340
www.cathedralcity.gov

**Burrtec Waste & Recycling Services
observes the following holidays:**

**New Year's Day / Memorial Day / Independence Day
Labor Day / Thanksgiving Day / Christmas Day**

*When one of the holidays is observed on a weekday,
collections for the remainder of the week will be delayed one day.*

*Please place your trash, recycling, green waste carts, and bulky
items at the curb by 6 a.m. on your normal trash day.*

*Be sure that the hinged lids on your trash carts are closed. Overflowed
carts are NOT allowed and may NOT be emptied on your service day.*

*The R&R Guide is printed and mailed out as a service
to the residents of Cathedral City by the City of Cathedral City and
Burrtec Waste & Recycling Services.*

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towards programs directly related to the diversion of debris from
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General Fund dollars were not allocated towards the creation or production
of this guide or any programs or events directly related to this guide.*

*The R&R Guide was printed with vegetable based inks on process chlorine free, 100% recycled
paper, which has a minimum content of 30% post consumer waste and uses absolutely
no new trees.*

*Please use environmentally sound printing practices whenever you have documents that
must be printed.*



You Can Make A Difference

The purpose of this guide is to make sure that you know exactly what you can do to decrease the amount of waste sent to the landfill and to protect our natural resources. By making you more aware of all the disposal and recycling programs available, you can decide for yourself which solutions best suit your lifestyle. Outlined in detail in this guide are recycling programs that are free of charge to Cathedral City residents. If every Cathedral City resident were to use just one or two of these free programs, the beneficial impact on our City's environment would be substantial. **You can make a difference.**



DISCLAIMER: Every effort has been made to provide complete and accurate information. However, we recognize that there may be omissions or outdated information. If you have suggestions, questions, or revisions for the Refuse & Recycling Guide, please contact the City of Cathedral City Environmental Conservation Division at (760) 770-0340 or visit our website at www.cathedralcity.gov.

Residential Trash Program

Maroon colored cart

Cathedral City residents are provided one 96 gallon automated cart for their regular household trash. This cart must be rolled to the curb one time per week. Additional carts may be obtained for a nominal fee.

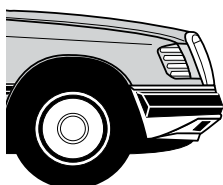
The maroon cart is for regular household trash or any items that cannot be disposed of in your recycling or green waste carts. Burrtec suggests that all waste disposed of as trash be bagged before it is placed inside the cart.

Please **DO NOT** dispose of the following items in your cart(s):

- Construction debris, dirt, etc.
- Hazardous materials (motor oil, cleaning products, pool chemicals, car batteries, etc.)
- Medical products such as syringes.
- Hot ashes or hot coals are not acceptable. They must be at room temperature before discarding in the cart.
- Bulky items such as furniture, appliances, etc.

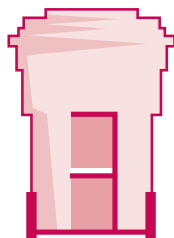
For information on special services provided for disabled persons, please reference page 24.

For information on how your trash bill is paid, please reference page 22.



◀ 18' ▶

*Front of cart must
face street.*



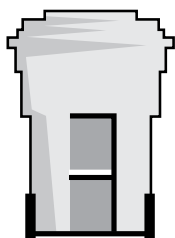
◀ 5' ▶

*Place carts close
to the edge
of the curb.*

Burrtec Waste & Recycling Services automated refuse and recycling program will only allow for disposal of materials which are placed inside the proper carts. Please **DO NOT** place any refuse, recyclables, or yard waste outside of your carts, except for acceptable bulky items, cardboard bundles, used motor oil and filters that are in their proper containers. Reference pages 6 thru 8 for the proper disposal of these items.

Close the hinged lids and place the carts at the curb before 6 a.m. on your regular service day.

Residents without automated carts should use 35 gallon or smaller containers. This will ensure that the manually lifted containers will **NOT** exceed their 50 pound weight limit.



◀ 5' ▶

Maximum
weight per cart
is 150 lbs.



◀ 5' ▶

Always keep children
away from moving
vehicles and equipment.



Residential Recycling Program



Gray colored cart

Cathedral City residents are provided one 96 gallon automated cart to use for recycling at their home. No more sorting – just mix your recycling! You can place commingled recycling items in the gray recycling cart at the curb on regular trash days for pick-up. Burrtec will then transport the material to a recycling facility.

Be sure that the hinged lids on your recycling carts are closed. Overflowed carts **ARE NOT** allowed and may not be emptied on your service day.

If you have not received your gray cart, or require additional gray carts for recycling – free of charge – please call Burrtec's Customer Service Department at (760) 340-2113 or e-mail: customerservice@burrtecdesert.com.

Examples of Acceptable Items:

- Plastic bottles
- Glass jars
- Steel cans & tin cans
- Liquor bottles
- Juice bottles & juice cans
- Aluminum foil & cans
- Empty aerosol cans
- Pie tins
- Plastic milk jugs
- Newspapers & magazines
- White papers & mixed papers
- Cereal boxes
- Junk mail
- Telephone books
- Plastics 1 thru 7
- Detergent boxes
- Tissue boxes
- Cardboard

Please rinse out bottles, cans, and jars

Non-Acceptable Items:

- Paint cans
- Oil cans
- Auto glass
- Disposable diapers
- Styrofoam
- Plastic toys
- Plastic buckets
- Rubber products
- Waxed paper
- Pet-soiled paper
- Ceramics
- Mirrors
- Window glass
- Pyrex glass
- Light bulbs
- Fluorescent light tubes
- Household trash
- Food waste



Residential Green Waste Program



Green colored cart

Cathedral City residents are provided one 96 gallon green automated cart for their yard waste. Green waste includes all yard trimmings: grass, tree branches, sawdust, green plants, weeds – basically all organic material generated from your yard work. Place your cart at the curb along with the trash on your regular service day. Burrtec will then transport the material to a composting facility.

All items must be able to fit into the cart with the lid closed. If necessary, cut up trimmings to increase the amount of yard waste that fits in the green cart.

DO NOT place yard waste in plastic bags. Plastic bags are not compostable and they will contaminate the yard waste.

Upon request, an additional green waste cart is available at no charge.

What if I have more greenwaste than what fits inside my curbside green waste cart?

Please reference page 22 of this guide.

Examples of Acceptable Items:

- Twigs and small branches
4 inches or less in diameter and 3 feet or less in length.
- Vegetation from the yard
- Grass
- Leaves
- Green plants
- Weeds
- Small wood scraps
- Garden trimmings
- Tree limbs
- Wood chips
- Sawdust

Non-Acceptable Items:

- Plastic bags
- Soil/rocks
- Pet waste
- Tree stumps
- Painted wood
- Treated wood

Please, no trash in the green waste or recycling carts.



Bulky Item Service



Help keep your neighborhood clean and beautiful! **In order to collect the large volume of bulky items placed at the curb each week, the City and Burrtec ask that you follow the procedures listed below:**

Schedule Your Pick-Up

When you are ready to place a bulky item at the curb for disposal, please call or e-mail Burrtec and schedule a pick-up time. Burrtec's Customer Service Representatives will schedule your appointment for the next service day.

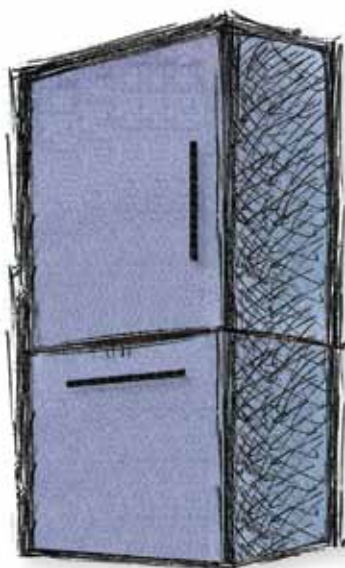
To schedule an appointment, contact Burrtec's Customer Service Department at (760) 340-2113 or e-mail: customerservice@burrtecdesert.com.

When e-mailing your request, please include your address, number of bulky items, and a description of each bulky item that you are placing at the curb. Failure to provide all the correct information may result in a delay of service.

4 Item Limit Per Week

Cathedral City residents are allowed to use this FREE service every week. The City and Burrtec Waste & Recycling Services request that you limit each scheduled pick-up to **NO MORE THAN 4 ITEMS** at a time.

Simply place your bulky items at the curb by 6 a.m. just like your normal trash. Place the items at least 5 feet from your nearest trash or recycling cart.



Acceptable Items:

- Furniture
- Large appliances
- Carpet
Rolled and bundled and not to exceed 18 inches in diameter or 4 feet in length.
- Large household waste
- Appliances
- Mattresses
- Refrigerators
- Televisions & LCD televisions up to 37"
- Computer monitors up to 37"
- Laptop computers
- Containers
- Tree limbs in bundles
The trunks, stumps, or limbs of trees should not exceed 18 inches in diameter or 4 feet in length.
- Cardboard boxes
Must be broken down and bundled with a string.
- Glass items like mirrors
The glass portion must be duct taped in an "X" pattern over the glass before placing out at the curb to avoid breakage.
- Any other large, bulky items or heavy objects that would not normally fit in your regular trash cart

Non-Acceptable Items:

- Industrial waste
 - Business waste
 - Hazardous waste
 - Engines
 - Tires
 - Paint
 - Chemicals
 - Car parts & batteries
 - Any item weighing more than 150 pounds
 - Bagged household trash
- Electronic waste that was not listed under acceptable items or other like materials.*



Illegal Dumping

If you find a large, bulky item located on or near a vacant lot in your neighborhood, call Cathedral City's Environmental Conservation Manager at (760) 770-0369. Provide a description of the item and its location for removal.

Motor Oil And Oil Filter



Burrtec Waste & Recycling Services offers Cathedral City residents the opportunity to recycle used motor oil and used oil filters in an environmentally friendly and safe manner at no charge!

Recycling used motor oil prevents contamination of drinking water and saves natural resources. In fact, recycling is the only environmentally safe and legal method of disposing used motor oil.

After you change your motor oil, simply pour the used oil into a **clear** plastic container with a secured cap and place the oil by your trash/recycle carts on your regular collection day. An ideal container is an empty milk jug.

The used motor oil container(s) will be collected on your next regular collection day.

Please **DO NOT** mix the oil with any other substance.

Used oil filters

Used oil filters can also be collected at the curb with your used motor oil. The oil filters must be completely drained and contained in a sealed bag. Place the bag by your recycling cart on your regular trash day.

Please **DO NOT** set out more than 5 gallons of oil per week. You may use this service as often as you need.

To schedule an appointment to have your motor oil and/or oil filters picked up, contact Burrtec's Customer Service Department at (760) 340-2113 or e-mail: customerservice@burrtecdesert.com. Burrtec's Customer Service Representatives will schedule your appointment for the next service day.

When e-mailing your request, please make sure to include your address and a description of the item that you are placing at the curb. Failure to provide all the correct information may result in a delay of service.



Electronic and Tire Weekly Recycling Event



The Public Works Yard will be open during this time for the recycling of electronic waste from Cathedral City residents and businesses.

Every Tuesday: 1 p.m. – 3 p.m.

Cathedral City Public Works Yard: 68-385 Kieley Rd., 92234

Dispose of your unwanted residential tires at no charge. Tires from businesses and non-profit organizations will not be accepted.

Proof of residency will be required.

Non-Acceptable Items:

- Household hazardous waste
- Appliances
- Trash
- Batteries
- Air conditioning units
- Heating units



Examples of Acceptable Items:

- Computers
- Monitors
- Keyboards
- Printers
- Telephones & cell phones
- Answering machines
- Fax machines
- Televisions
- Microwaves
- **Tires** will be accepted during this time as well.

Limit 9 per resident.

Only passenger and light truck tires will be accepted.



This event is safe: The electronic material that is collected at the recycling event is dismantled and recycled. Any information stored on the hard drives or cell phones is destroyed during the processing phase.

Businesses: If you are a business that has more than one small truck load of equipment, please contact the City directly to schedule a pick-up from your business.

FOR MORE INFORMATION...CALL (760) 770-0369

OR VISIT THE CITY'S WEBSITE AT www.cathedralcity.gov

(UNDER DEPARTMENTS SELECT THE RECYCLING, TRASH & ENERGY PAGE)

Household Hazardous Waste



HOUSEHOLD HAZARDOUS WASTE FACILITY:
1100 S. VELLA ROAD, PALM SPRINGS

Hours of Operation:

Open Every Saturday

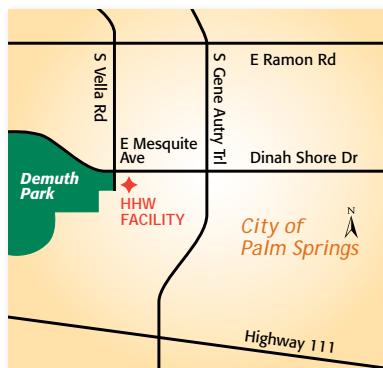
*The site will only be closed on
Saturday of holiday weekends.*

Summer (June through September):

7 a.m. until Noon

Winter (October through May):

9 a.m. until 2 p.m.



Before transporting waste to the facility, please use this checklist to make sure you have done the following:

- ☐ **Have I used up every product to the fullest extent possible?**
- ☐ **Are any of the containers leaking?**
If they are, place them in a container or material that will not allow the leak to spread and place securely in the vehicle for safe transport.
- ☐ **Have I offered good, usable products I can't use to my neighbor, family or friends?**
- ☐ **Is the waste in its original container or is it properly labeled as to the contents?**
The contents of the container must be the same as stated on the label. If not, cover up the label and write the name of its content.
- ☐ **Are the items placed in a sturdy container (such as cardboard or wooden box) for transporting?**
Wrap glass bottles in newspaper to prevent breakage.
- ☐ **Is the box placed in the trunk of your car or in the bed of your pickup truck and secured to prevent movement?**
Keep items away from passengers.



Non-Acceptable Items:

The following waste **CANNOT** be accepted at ANY Riverside County HHW collection facility:

- Ammunition
- Asbestos or other remediation waste
- Compressed gas cylinders greater than 40 pounds
- Explosives
- Infectious or medical waste other than home-generated Sharps
- Radioactive waste
- Non-residentially generated waste
- Waste generated outside of Riverside County



If you have any of the above wastes please call (951) 486-3200 for assistance.

What is Household Hazardous Waste?**Examples of Acceptable Items:****BATHROOM**

- Chlorine bleach
- Toilet, tub and tile cleaner
- Deodorizer/air freshener
- Disinfectant
- Mercury
- Nail polish remover
- Shoe dye

WORKSHOP

- Caulking
- Gun cleaner
- Fiberglass and epoxy
- Paint latex/oil based
- Paint stripper
- Paint thinner/turpentine
- Photo chemicals
- Varnish
- Wood preservative

GARAGE

- Antifreeze
- Batteries
- Carburetor cleaner
- Chrome polish
- Engine degreaser
- Gas/diesel fuel
- Motor oil
- Oil filters
- Transmission and brake fluid

KITCHEN

- Aerosol cans
- Aluminum cleaner
- Ammonia
- Drain opener
- Floor care products
- Furniture polish
- Oven cleaner
- Rodent poison

**GARDENING**

- Fertilizer
- Fungicide
- Insecticides/pesticides
- Moss killer
- Slug and snail poison
- Weed killer/herbicides
- Glue

**MISCELLANEOUS**

- Light bulbs
- Artist's paints
- BBQ propane tanks
- Car batteries
- Flea powder
- Kerosene/lamp oil
- Lighter fluid
- Moth balls/flakes
- Pool/spa chemicals
- Rug cleaner
- Sharps
- Spot remover with solvents

Medication Disposal Program

TAKEAWAY™
ENVIRONMENTAL RETURN SYSTEM



Fact:

Approximately 4 billion prescriptions are filled in the United States annually, and it has been estimated that as much as 35% of the dispensed medication goes unused, resulting in over 200 million pounds of pharmaceuticals which could adversely affect the environment if disposed of improperly.

TakeAway™ is the quick, easy solution to proper disposal of unwanted or unused medication.



Did you know that medications should not be flushed down the toilet?

Waste water treatment plants are not designed to remove pharmaceuticals from water supplies. For this reason, the Office of National Drug Control Policy advises against flushing medications down the toilet.

You no longer need to hold onto unwanted or expired medications.

Intentional or accidental ingestion of left over medications by children, pets, or others can occur from improper storage and trash disposal of medications. In addition, taking expired medications or drugs no longer indicated or prescribed can lead to harmful side-effects and drug interactions.

How can you safely dispose of your unwanted medications?

- Submit a request to receive a TakeAway™ envelope.
- Place your unused pharmaceuticals still in their original containers inside the **TakeAway™** envelope.
- Once the envelope is full, drop it off at the post office or nearby postal dropbox.
- It's that simple and there is no cost to participate in this program.

SHARPS



FOR MORE INFORMATION...CALL (760) 770-0369
OR VISIT THE CITY'S WEBSITE AT www.cathedralcity.gov
(UNDER DEPARTMENTS SELECT THE RECYCLING, TRASH & ENERGY PAGE)

Sharps Disposal By Mail™

FREE!

How can you safely dispose of needles, syringes or lancets?

Participate in the City's **FREE Sharps Disposal by Mail™** program.
It's easy to use, confidential and safe.

How does it work?

- Submit a request for a **Sharps Disposal by Mail™** postcard.
- Take the postcard to one of the participating pharmacy's listed on postcard.
- The pharmacy will give you a specially designed **Sharps** container for your needle disposal.
- Once the **Sharps** container is full, place it inside the provided shipping box and drop it off at the post office or nearby postal box.
- It's that simple and there is no cost to participate in this program.

SHARPS



If you do not want to use the **Sharps Disposal by Mail™** program, the Household Hazardous Waste Facility in Palm Springs will accept your used or unused needles. For more information, please reference pages 10 and 11 of this guide.

FOR MORE INFORMATION...CALL (760) 770-0369
OR VISIT THE CITY'S WEBSITE AT www.cathedralcity.gov
(UNDER DEPARTMENTS SELECT THE RECYCLING, TRASH & ENERGY PAGE)

Bottles & Cans Recycling

Those poor little bottles and cans provided everything they had for you. They quenched your thirst, celebrated your victories AND comforted your losses.

And after all that, you're going to treat them like garbage?

It's up to compassionate people like you to stop this from happening again.

The next time you empty a cold one, redeem the bottle or can. If not for the cash, if not for the environment, do it for the container.

Examples of bottles and cans that are recyclable:

- Vegetable juice in containers 16 oz. or less
- Sports drinks
- Coffee & tea drinks
- Carbonated soft drinks
- Wine coolers
- Distilled spirit coolers
- Beer & mineral water
- Non-carbonated water
- Fruit drinks
- Fruit juices packed in containers less than 46 oz.



Where's the nearest location?

- **Earth Wize Recycling/Stater Brothers #127**
69255 Ramon Road, Cathedral City, CA 92234
- **Edom Hill/Burrtec Transfer Station**
70100 Edom Hill Road, Cathedral City, CA 92234
- **Palm Springs Recycling**
36630 Sunair Plaza, Cathedral City, CA 92234
- **Tomra Pacific Inc./Food 4 Less**
34251 Date Palm Drive, Cathedral City, CA 92234

For more information on Bottle and Can Recycling contact: 1-800-RECYCLE (732-9253) or visit the website www.bottlesandcans.com.

INFORMATION ON BOTTLE AND CAN RECYCLING WAS OBTAINED FROM THE STATE OF CALIFORNIA'S DEPARTMENT OF CONSERVATION.

Reusable Tote Bag

Fact: In California, we stuff our groceries and merchandise into an estimated 19 billion plastic retail carryout bags annually. Sadly, we only recycle less than 5 percent of all plastic carryout bags.

Fact: Plastic bags do not grow on trees, but more often than not, we see them there, or in bushes, empty lots or waterways.

What can be done about this harmful litter?

Recently many of our local stores started providing bins for plastic bag recycling. This is a good first step, but we must do more!

So what can we do? Our part of course!



Eliminate the waste before it's generated. Instead of using plastic bags to carry out your groceries, take along a reusable tote bag and use it again and again.



In support of the environment, the City of Cathedral City, for a limited time only, is offering a **FREE REUSABLE TOTE BAG** to Cathedral City residents.



*Take this tote bag
with you the
next time you shop!*

What is the proper way to recycle plastic grocery bags?

- **Reuse** plastic bags as trash liners or to pick up pet waste.
- Be **responsible** and take the plastic bags back to your local supermarket or pharmacy for recycling.
- **Recycle** by placing all of the plastic bags into one, tie the top and drop it into the gray recycling bin.
- **Reduce** by always using a reusable tote bag!

TO RECEIVE YOUR FREE TOTE BAG...CALL (760) 770-0369
OR VISIT THE CITY'S WEBSITE AT www.cathedralcity.gov
(UNDER DEPARTMENTS SELECT THE RECYCLING, TRASH & ENERGY PAGE)

Stop Identity Theft Program



To help STOP identity theft and as a service to its residents, the City of Cathedral City will host FREE Document Shredding Events.

Shredding Event Schedule – to view the event schedule visit www.cathedralcity.gov (under Departments select the Recycling, Trash & Energy Page)



What type of documents can you bring to the shredding event?

- Legal documents
- Medical records
- Financial statements
- Accounting files/ records
- Personnel files
- Payroll records
- Bank statements
- Tax records
- Contracts
- Receipts/invoices
- Cancelled checks
- Photographs
- Credit card documents



You do not need to remove paper clips, staples, file folders, report covers, envelopes or binder clips from your documents.

You can bring your documents in boxes or plastic bags.

Restrictions:

- Limited to Cathedral City RESIDENTS only.
- Be prepared to show proof of residency.
- Limit 5 banker sized boxes per resident or household.
- No businesses allowed.
- Remove all trash items from your boxes or bags!
- Items like pens, pencils or regular household trash cannot be shredded.



FOR MORE INFORMATION...CALL (760) 770-0369
OR VISIT THE CITY'S WEBSITE AT www.cathedralcity.gov
(UNDER DEPARTMENTS SELECT THE RECYCLING, TRASH & ENERGY PAGE)

Multi-Family Recycling Program

Residents residing within multi-family communities that do not have curbside service can still do their part and recycle.

The City of Cathedral City in partnership with Burrtec Waste & Recycling Services has developed a multi-family recycling program that can be implemented within your community.

How?

Contact the City's Environmental Conservation Manager or ask your management office to contact the City for more information on the program. There is no charge for this service.



RECYCLING BECACTING



*Partnering
together
for a better
environment.*



FOR MORE INFORMATION...CALL (760) 770-0369
OR VISIT THE CITY'S WEBSITE AT www.cathedralcity.gov
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What Can Kids Do?



Since 1997, the S.C.R.A.P. Gallery has been addressing two of today's most urgent issues – the environment and the education of youth throughout the Coachella Valley and beyond.

Their mission is to actively engage youth as stewards of their environment through a concentrated, hands-on, educational effort stressing the **Four Rs – Reduce, Reuse, Recycle, Responsibility.**

The S.C.R.A.P. Gallery provides a link between industry, education, the arts, and the environment through its Field Trip Program, which features environmental presentations and exhibits, and its self-directed art workshops, which use recycled and reused material from the S.C.R.A.P. Gallery Warehouse, directly diverting materials from the landfill.



For more information, contact the S.C.R.A.P. Gallery at (760) 863-7777 or visit their website: www.scrapgallery.org.



The S.C.R.A.P. Gallery, in partnership with Cathedral City, has developed the ***Landfill Lunch Box Book***. This fun book has several creative ways to turn household trash into treasure.

The City of Cathedral City and S.C.R.A.P. also create a yearly calendar highlighting projects kids are doing under the auspices of the S.C.R.A.P. Gallery. From recycling and reusing materials to reducing their trash, these young artists are making and creating a better place for us all.



To receive a free copy of the
Landfill Lunch Box Book, or
Catherdal City / S.C.R.A.P. Calendar,
call (760) 770-0369 or visit the City's website at www.catherdalcity.gov
(under Departments select the Recycling, Trash & Energy Page)

Transfer Station

Edom Hill Recycling and Transfer Facility is located adjacent to the Edom Hill Landfill. At the closing of the landfill, the Edom Hill Recycling and Transfer Facility



took over the responsibility of processing solid waste generated by Cathedral City and the Coachella Valley. Solid waste that is disposed of at the Transfer Facility is transported to a permitted landfill located outside of the Coachella Valley.

The Edom Hill Transfer and Recycling Facility provides the following waste and recycling services for your convenience:

- Disposal service for routine refuse
- Recycling service for electronic waste
- Recycling service for appliances
- Recycling service for tires
- Disposal service for construction material

There is a fee associated with each of the services listed above.

Hours of Operation for all inbound waste:

- Monday through Saturday: 7:30 a.m. to 5 p.m.
- Self-Haul Sunday Only: 1 p.m. to 5 p.m.

(Closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas)

Burrtec welcomes you to use the Edom Hill Recycling and Transfer Facility and looks forward to providing you with excellent quality service. If you need additional information on the facility, please contact Burrtec Waste & Recycling Services at (760) 340-2113.

Unacceptable Waste:

List is subject to change.

- Asbestos
- Ash
- Auto parts
- Large dead animals
- Liquid waste
- Sewage sludge
- Semi-solid waste
- Hazardous waste
- Infectious waste
- Radioactive waste



Common Questions

How do I order a larger container for my home projects?

For large household and yard projects, a special bin rental service is available. Please call Burrtec's Customer Service Department at (760) 340-2113 or e-mail: customerservice@burrtecdesert.com for rates and information.

What if I need extra carts?

Residents may obtain additional recycling carts at no additional charge. Upon request, an additional green waste cart is available at no charge; limit two free green waste carts per household. Beyond that, additional trash and green waste carts may be obtained for a nominal fee. Call Burrtec's Customer Service Department for pricing information or to place your order.

Where do I place my trash cart during the week?

All trash and recycling carts should be stored away from the public view. Do not leave them in front or side yards except on your regular scheduled trash collection day.



Common Questions

How is my trash bill paid?

Residents of Cathedral City pay for their garbage service with their property tax bill. The taxes paid to the County are based on a fiscal year from July 1 to June 30. The garbage portion of the tax bill is based on a calendar year from January 1 to December 31.

New homeowners are billed individually by Burrtec Waste & Recycling Services until a new calendar year begins.

A property tax bill received in September will include a portion for garbage service; however, that portion will be for January to December services for the **UPCOMING** calendar year.

Residents will continue to receive bills directly from Burrtec Waste & Recycling Services through December.

How should I handle any problems pertaining to my trash and recycling service, such as: missed pick-up, broken wheels, stolen carts, and so on?

If you have a problem pertaining to your carts or you need service to the carts, please call Burrtec's Customer Service Department as soon as possible at (760) 340-2113 or e-mail: customerservice@burrtecdesert.com. This allows them to quickly investigate and take the necessary measures to resolve the situation.

What if I have more greenwaste than what fits inside my curbside green waste cart?

Cathedral City residents are allowed to drop-off **up to 300 pounds of green waste per week** at no charge at the Edom Hill Recycling and Transfer Station. Residents will be charged for amounts in excess of 300 pounds per week and commercial landscapers and gardeners will be charged for all green waste disposal.

When is my collection time?

Place your trash and recycling at the curb by 6 a.m. on your regular scheduled collection day.

What should I do if my trash day falls on a holiday?

When one of the holidays is observed on a weekday, collections for the remainder of the week will be delayed one day. Burrtec Waste & Recycling Services observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

How should I dispose of my holiday greenery?

Every year during the holiday season, Burrtec Waste & Recycling Services offers free collection of your holiday greenery. For more information, call Burrtec's Customer Service Department at (760) 340-2113 or e-mail: customerservice@burrtecdesert.com.



Are there any restrictions that I should be aware of?

Residents reporting more than two lost or stolen carts will be charged for new carts. Residents placing trash in their gray recycling carts or green waste carts may have those carts removed for repeated offenses. Be sure that the hinged lids on your trash, recycling, and green waste carts are closed. Overflowed carts are not allowed and may not be emptied on your service day.



Moving?

Contact Burrtec's Customer Service Department at (760) 340-2113 or e-mail: customerservice@burrtecdesert.com to report when you will be moving. Any billing changes should be handled with the close of escrow.

Common Questions

How can I eliminate unwanted junk mail?

Your trash probably contains a large amount of unwanted “junk mail.” You can now remove your name from national mailing lists that barrage you with a daily supply of unwanted “junk mail.” Write to the Mail Preference Service. After three months, your unwanted mail should decrease by 75 percent.

You may register by mailing your name, home address, and signature in a letter or on a postcard to:

MAIL PREFERENCE SERVICE DIRECT MARKETING ASSOCIATION

P.O. Box 9008, Farmingdale, NY 11735-9008

For information only, call (212) 768-7277 ext. 1888

or visit www.dmaconsumers.org

There may be a charge associated with this service.



Are there any special services provided for disabled persons?

Any disabled person who meets the Department of Motor Vehicles requirements for a N-1 permanent disabled placard is entitled to special walk-in backyard or side yard collection of trash, recyclables, and green waste, at no charge. Contact Burrtec's Customer Service Department at (760) 340-2113 for additional information.

